

Job Title: On-site AV Technician

Location: London

Role Overview

The main role is to work part of the BAU support team to provide on-site AV technical support for a client based in London. You will provide a high level of customer service skills to the client to help support them with their AV requirements and technologies.

Key Responsibilities

- > Day to day BAU support of the AV / VC facilities including sound reinforcement, projection, lighting, web streaming, video conferencing, maintenance & repairs
- > Support the team with day to day meeting support including testing meeting room systems prior to clients arrival
- > Prepare equipment for events and meetings as required
- > Provide support on an individual basis to users at all levels of seniority
- > Assist with high level audio/visual quality of presentations - optimization of content aspect ratios/resolutions and file formats to suit space
- > Attend and remain on station for important events where required
- > Offer support and assistance to clients via phone and in person
- > Assist and support the client in the use of fixed and portable audio-visual equipment
- > Maintain total confidentiality relating to information received for presentations and broadcasts etc.

Desirable Skills

- > Good technical knowledge of AV/VC technologies
- > Willing to undertake training and examinations to improve their technical knowledge

Additional Skills

- > Should have a good standard of computer literacy and ideally will have an understanding of PowerPoint to an intermediate level
- > To be well organised and flexible and to be able to approach different tasks during the working day
- > Willing to work with other members of the on-site team and take instruction from them
- > Ability to deal with difficult situations
- > Always present a positive image to the customer
- > The ability to work with a positive attitude
- > Ability to work under pressure
- > A flexible approach to the working day
- > An excellent communicator confident in dealing with people at all levels

Further Details

Salary: Dependant on experience
Reporting to: On-site Team Leader
Department: FM: On-site
Hours: Full-time, 40 hours per week, flexibility required

Contact

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